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# 1 Personal assistants I: Automatically classifying emails into activities



Mark Dredze, Tessa Lau, Nicholas Kushmerick

January 2006 **Proceedings of the 11th international conference on Intelligent user interfaces IUI '06**

Publisher: ACM Press

Full text available: pdf(431.63 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [cited by](#), [index terms](#)

Email-based activity management systems promise to give users better tools for managing increasing volumes of email, by organizing email according to a user's activities. Current activity management systems do not automatically classify incoming messages by the activity to which they belong, instead relying on simple heuristics (such as message threads), or asking the user to manually classify incoming messages as belonging to an activity. This paper presents several algorithms for automatically ...

**Keywords:** activity management, email, machine learning, text classification

# 2 Decision-making and communication: Quality improvement of email communication in work groups and organizations by reflection



Guy Vollmer, Katrin Gaßner

November 2005 **Proceedings of the 2005 international ACM SIGGROUP conference on Supporting group work GROUP '05**

Publisher: ACM Press

Full text available: pdf(299.14 KB)

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Email communication in work groups and organizations suffers from ill-composed messages. In this paper we introduce two approaches aiming to improve the overall quality of email communication by means of reflection. For this purpose, we determine, rate and classify quality problems as encountered in today's email communication. Subsequently, we derive criteria to rate the quality of email communication, both objectively as well as subjectively. The results of these ratings are then presented to ...

**Keywords:** communication, electronic mail, email communication behaviour, feedback, improvement, quality, reflection

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### 1 [An experimental framework for email categorization and management](#)



Kenricj Mock

 September 2001 **Proceedings of the 24th annual international ACM SIGIR conference on Research and development in information retrieval SIGIR '01**

Publisher: ACM Press

 Full text available: [pdf\(174.00 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Many problems are difficult to adequately explore until a prototype exists in order to elicit user feedback. One such problem is a system that automatically categorizes and manages email. Due to a myriad of user interface issues, a prototype is necessary to determine what techniques and technologies are effective in the email domain. This paper describes the implementation of an add-in for Microsoft Outlook 2000 TM that intends to address two problems with email: 1) help manage the inbox ...

**Keywords:** classification, email management, filtering

### 2 [Papers: Bifrost inbox organizer: giving users control over the inbox](#)



Olle Bälter, Candace L Sidner

 October 2002 **Proceedings of the second Nordic conference on Human-computer interaction NordiCHI '02**

Publisher: ACM Press

 Full text available: [pdf\(173.69 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Many email users, especially managers, receive too many email messages to read in the time available to them. The solutions available today often require programming skills on the part of the user to define rules for prioritizing messages or moving messages to folders. We propose a different approach: categorize messages in the inbox with predefined rules that do not require maintenance and are scalable to handle anything from 50 to thousands of messages.

**Keywords:** categorization, email, inbox, organize, prioritization

### 3 [Research perspectives on the objects-early debate](#)



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### 1 [Information access and retrieval: Email classification for contact centers](#)



Ani Nenkova, Amit Bagga

March 2003 **Proceedings of the 2003 ACM symposium on Applied computing SAC '03**

**Publisher:** ACM Press

Full text available: [pdf\(466.05 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#)

The explosive growth of the Internet has made email an integral part of business communication. Therefore, business customer service centers, or contact centers, are processing larger amounts of email interactions with customers. In this paper we discuss a preliminary email routing and classification system that filters and classifies incoming email messages upon their content. A module first attempts to identify and filter those email messages that do not require immediate (if any) responses. W ...

**Keywords:** email management, text categorization

### 2 [Mining Online Deal Forums for Hot Deals](#)



Wen-tau Yih, Po-hao Chang, Wooyoung Kim

September 2004 **Proceedings of the 2004 IEEE/WIC/ACM International Conference on Web Intelligence WI '04**

**Publisher:** IEEE Computer Society

Full text available: [pdf\(132.92 KB\)](#)

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Online deal forums are public places where participants share with each other news and information regarding "deals" such as sales promotion events by online stores. The large number of messages in the forums and their inherent uncertainty make it difficult for even seasoned users to identify useful deal information from the forums. We develop an intelligent deal alert service which assists ordinary Web surfers to find useful deals by mining online deal forums. It periodically crawls relevant de ...

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Rosie Jones, Fernando Diaz

July 2007 **ACM Transactions on Information Systems (TOIS)**, Volume 25 Issue 3

**Publisher:** ACM Press

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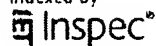
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